Department of Juvenile Justice

BADGE

Balanced Approach Data
Gathering Environment

Login & Search
User Manual

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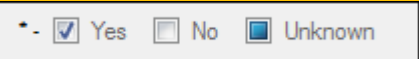
<u>Key/Legend</u>

The BADGE application and the manuals use various styles and icons. Below are the explanations.

Individual users may not have read or write privileges for every module; therefore, you may not be able to add, edit, or delete certain information in BADGE.

BADGE Application

Style/Symbol	Meaning
Calendar Screen Icon	In order to select a date, click the Calendar Screen Icon and select the date.
Printer Icon	In order to print a report or document, click the Printer Icon in the *Report Viewer* screen.
Questions with an asterik (*) next to it follow the legend above.	If the question's response is "Yes", check the associated checkbox. If the question's response is "No", the associated checkbox needs to be empty. If the question's response is "Unknown", the associated check needs to be *blue*.
Save Icon	In order to export and save a document, (i) click the Save Icon, and a drop-down menu will appear, (ii) select the format for the document, (iii) select the location of where you would like to save the document, and (iv) click the **Save** button.
Scroll Bar	A scroll bar allows the user the move the window viewing area up, down, left, or right. The scroll bar can be vertical or horizontal and is commonly located on the far right or bottom of the window.

BADGE Manuals

Style/Symbol	Meaning
Bolded	Name of a function, key, button, or option.
Hyperlink	Press the Ctrl key and click the hyperlink in order to be transferred to another document or a specific topic within the same document for more information.
Italicized	Name of a tab.
Notepad Bullet	Tips and notes provide additional information, exceptions, or special circumstances that apply to a particular topic or area in BADGE.
Reference Bullet	Refer to another page or resource for additional information.
<u>*Underlined and Italicized*</u>	Name of a screen.

Install BADGE

In order to install BADGE, open an internet browser.

1. From the DJJ website (http://www.djj.virginia.gov/), (i) click the **Staff Tools** menu and (ii) select the **Install BADGE** option from the drop-down menu.

2. The *BADGE – Balanced Approach Data Gathering Environment* tab will appear. Click the **Install** button.
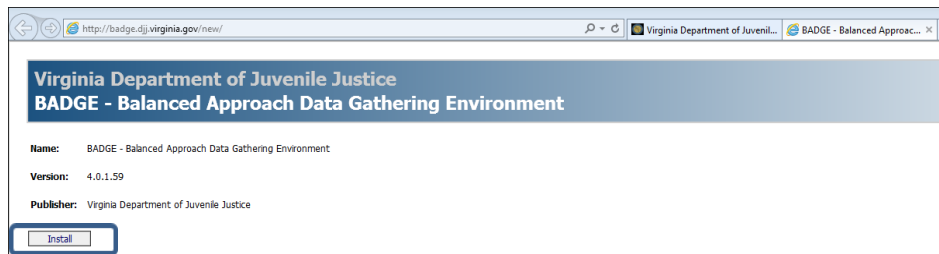
3. The *Application Install – Security Warning* screen will appear. Click the **Install** button and the *Installing BADGE – Balanced Approach Data Gathering Environment* screen will appear.
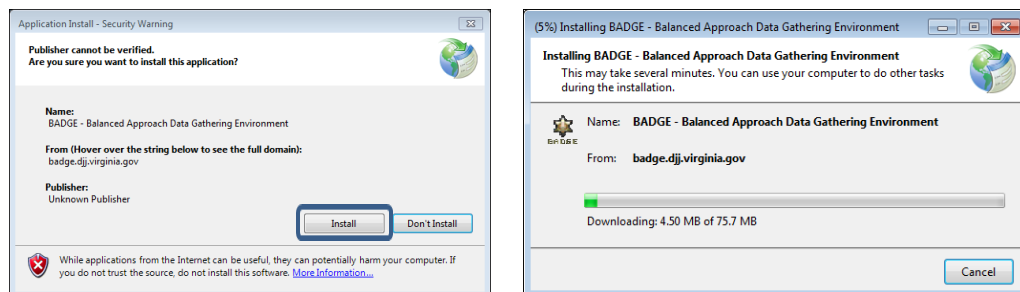
4. When the installation is complete, the *BADGE [Current Year] Login* screen will appear.

BADGE's background color changes throughout the year.

5. After the installation is complete, the BADGE icon will automatically be added to the **Desktop** and **All Programs** screen under **Start**.

   a. In order to access BADGE from the **Desktop**, click the **BADGE – Balance Approach Data Gathering Environment** icon.

   b. In order to access BADGE from the **All Programs**, (i) click **Start**, (ii) click **All Programs**, (iii) click **Virginia Department of Juvenile Justice**, and (iv) click **BADGE – Balance Approach Data Gathering Environment**.

Depending on your computer settings, you may have to single or double click the BADGE icon.

Add BADGE to the Taskbar

1. In order to add BADGE to the taskbar from the **Desktop**, drag and drop the **BADGE** icon to the taskbar.

OR

*In order to access BADGE from the **Taskbar**, click the **BADGE** icon.*

2. In order to add BADGE to the taskbar from the **All Programs**, (i) click **Start**, (ii) click **All Programs**, (iii) click **Virginia Department of Juvenile Justice**, (iv) right click **BADGE – Balance Approach Data Gathering Environment**, and (v) click **Pin to Taskbar**. The **BADGE** icon will appear on your taskbar.

Log in to the Training Database

The login information used to access the BADGE Training database will be different from your personal login information.

In order to log in to the Training database:

1. Type the **User name** for the Court Service Unit (CSU) (i.e., DJJ_CSU#).
   a. Example: For the Richmond CSU, the username would be DJJ_CSU13.
2. (i) Press the **Tab** button or click on the **Password** field. (ii) Type the password for the CSU (i.e., CSU + the CSU#).
   a. Example: For the Richmond CSU, the password would be csu13.
3. From the **Database** drop-down menu, (i) select **Training**, (ii) click the **Ok** button, and the *BADGE* screen will appear.

The data in the Training database is simulated and is only used for training and practice. In order to view, add, delete, or edit live data, log in to the Production database.

Log in to the Production Database

The login information used to access the BADGE Production database will be your personal login information.

In order to log in to the Production database:

> If you do not have a personal login, please consult your supervisor.

1. Type your **User name** (DJJ_EXAMPLE).
2. (i) Press the **Tab** button or click on the **Password** field and (ii) type your password.
3. The **Database** defaults to **Production**.
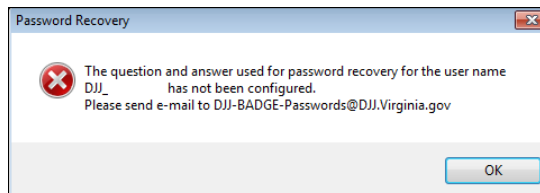4. Click the **Ok** button and the _BADGE_ production screen will appear.
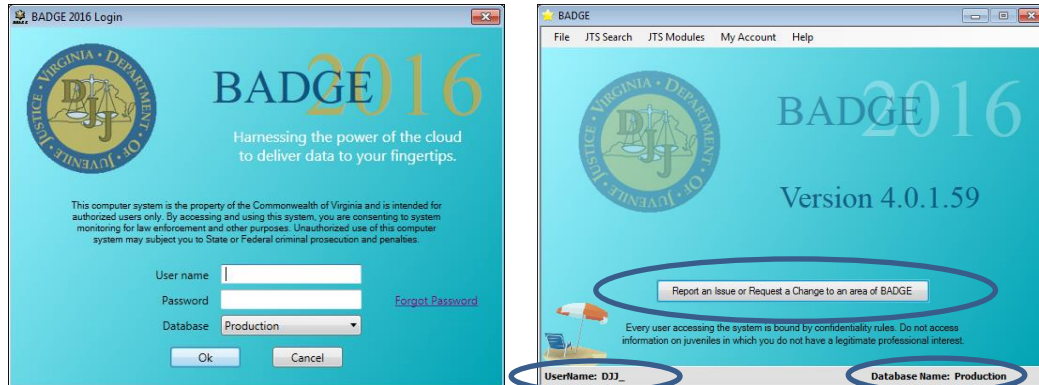
If the login information entered is incorrect, an error screen will appear. Click the **OK** button and repeat steps 1 through 4 from above making sure to enter the correct information.

Forgot Password

> It is important to configure security questions as soon as possible.
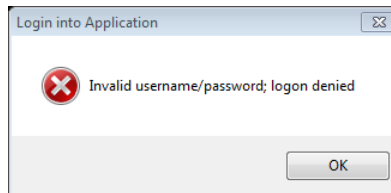
1. If you have not configured a security question, (i) type the **User Name** and (ii) click the **Forgot Password** hyperlink. The _Password Recovery_ screen will appear, prompting the user to send an e-mail to DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.

> You will have three attempts to enter the correct security answer. If you are unsuccessful after three attempts, an error message will appear. Send an e-mail to DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.

2. If you have configured your security question, (i) type the **User Name**, (ii) click the **Forgot Password** hyperlink, and the _Password Recovery_ screen containing a security question will appear, (iii) type the answer to the security question into the **Answer** textbox, and (iv) click the **Submit** button.
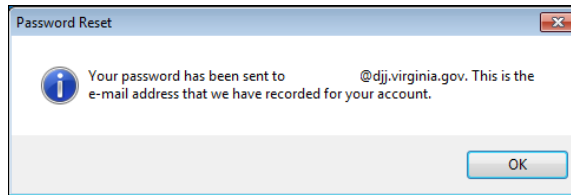
a. If the security answer is correct, an email will be sent from JTS@DJJ.Virginia.gov. The email will contain a temporary password.

The email from JTS@DJJ.Virginia.gov, containing the temporary password, is auto-generated and can be received at any time.
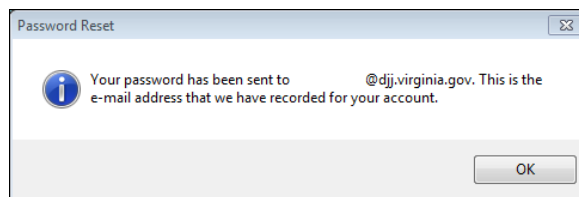
b. Log in to the BADGE Production database using your **User name** and the temporary **Password**.
c. (i) Click the **Ok** button to log in to the Production database, and the *Login into Application* screen will appear, (ii) click the **OK** button, and the *Change Password* screen will appear.

Your BADGE password must: (i) start with a letter, (ii) be at least nine characters long, and (iii) contain at least one special character (e.g., !, _, or @).
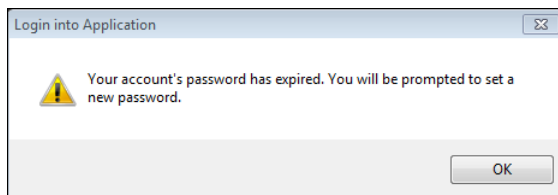
Commas and periods cannot be used to fulfill the special character requirement.

d. (i) Create and type the new password in the **New Password** textbox, (ii) type the new password in the **Confirm New Password** textbox, and (iii) click the **Ok** button. The *BADGE* main screen will appear.

Log in Attempts and Lockouts

Users have three attempts to successfully login. If the user is unable to login after three attempts, the system will automatically close BADGE. You will need to re-open BADGE and repeat the login instructions.

If a user does not make any login attempts in 30 days, the account will be locked. If you are locked out of BADGE, email DJJ-BADGE-Passwords@DJJ.Virginia.gov for further assistance.

Users will be locked out of their personal account after 15 minutes of inactivity. Please re-enter your password to return to the BADGE Production database.

Check the BADGE Version

BADGE updates will automatically install when you open the BADGE application. In rare instances, your BADGE application may get out of sync and requires reinstallation.

It is important for users to utilize the latest version of BADGE. If you do not have the latest version, recent system changes (e.g., new codes or modified screens) will not be available. To determine if you have the most up-to-date version, check the version on the screen below against the number found on the webpage where you downloaded BADGE. If BADGE requires a reinstallation, uninstall the current BADGE prior to downloading the latest version.
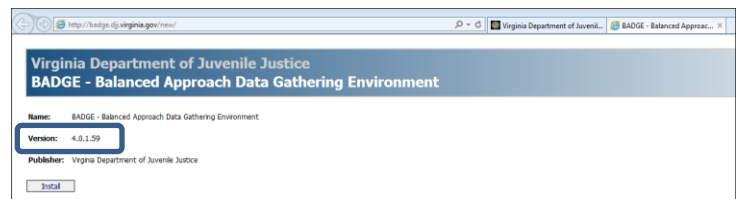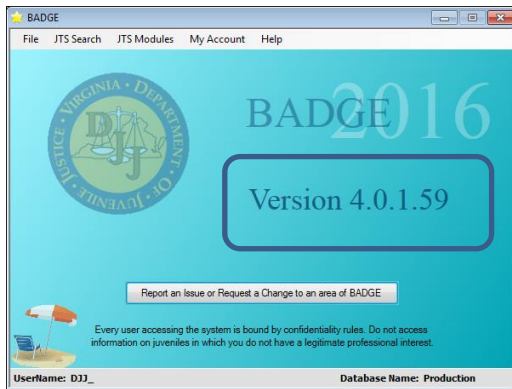
Uninstall BADGE

1. In order to uninstall BADGE, (i) click **Start**, (ii) click **Control Panel**, (iii) click **Uninstall a program**, (iv) click **BADGE – Balance Approach Data Gathering Environment**, (v) click **Uninstall/Change**, and the _BADGE – Balanced Approach Data Gathering Environment Maintenance_ screen will appear.
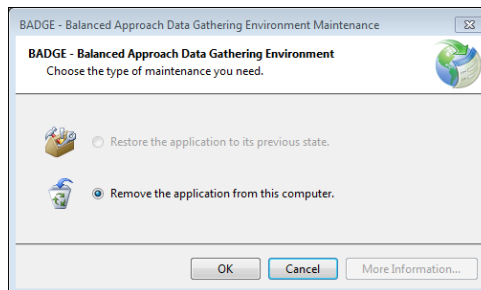
2. Click the **OK** button and BADGE will uninstall.

   🐞 Refer to page 1 for instructions on how to install BADGE.

Change Your Password

If you need to change your BADGE password:

1. After logging into the BADGE application, click the **My Account** menu.

2. (i) Select the **Change Password** option from the drop-down menu, and the *Change Password* screen will appear, (ii) type the **Old Password**, (iii) type the **New Password**, (iv) type the new password in the **Confirm New Password** textbox, (vi) click the **Ok** button, and the *BADGE* main screen will appear.

📝 Your BADGE password must: (i) start with a letter, (ii) be at least nine characters long, and (iii) contain at least one special character (e.g., !, _, or @).

📝 Commas and periods cannot be used to fulfill the special character requirement.
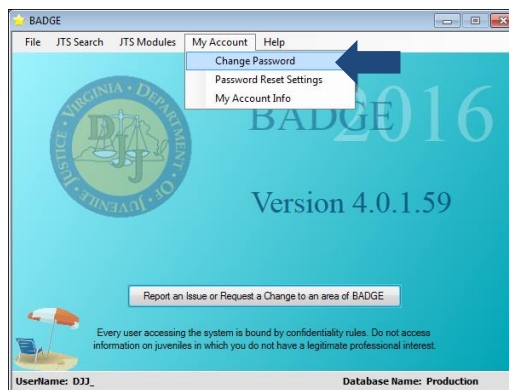
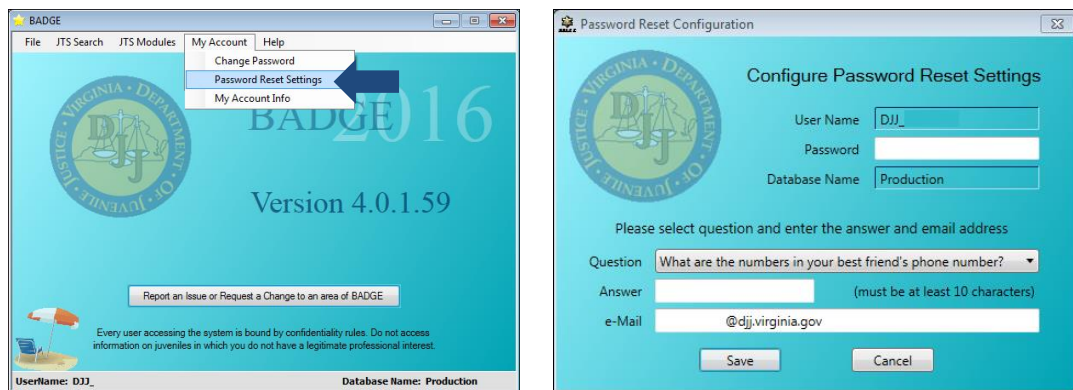
Configure Password Reset Settings

In order to configure password reset settings:

1. Click the **My Account** menu.

📝 Users are required to update their BADGE password every 90 days.

2. Select the **Password Reset Settings** option from the drop-down menu and the *Password Reset Configuration* screen will appear.

3. The **User Name** and the **Database Name** will auto-populate. (i) Type your current password into the **Password** textbox, (ii) select the security question from the **Question** drop-down menu, (iii) type the answer to the selected security question in the **Answer** textbox, (iv) type your DJJ e-mail address in the **e-Mail** textbox, (vi) click the **Save** button, and the *BADGE* main screen will appear.
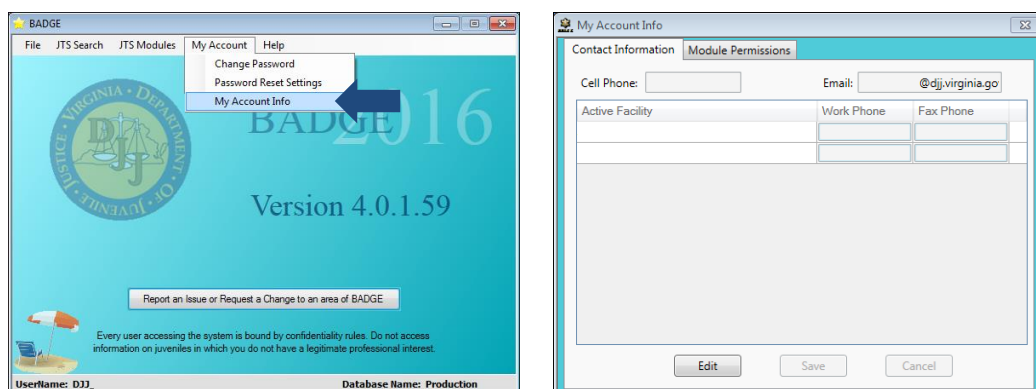
My Account Information

The *My Account Info* screen summarizes your contact information and existing BADGE module permissions.

1. Click the **My Account** menu.

2. Select the **My Account Info** option from the drop-down menu and the *My Account Info* screen will appear.

3. *Contact Information* Tab
   a. The *Contact Information* tab lists your work cell phone number (if applicable), email address, active facilities, work phone number, and fax number.
   b. In order to edit the contact information, (i) click the **Edit** button, (ii) edit the information, and (iii) click the **Save** button.

📝 Changing the contact information on this tab will ONLY update information in BADGE.
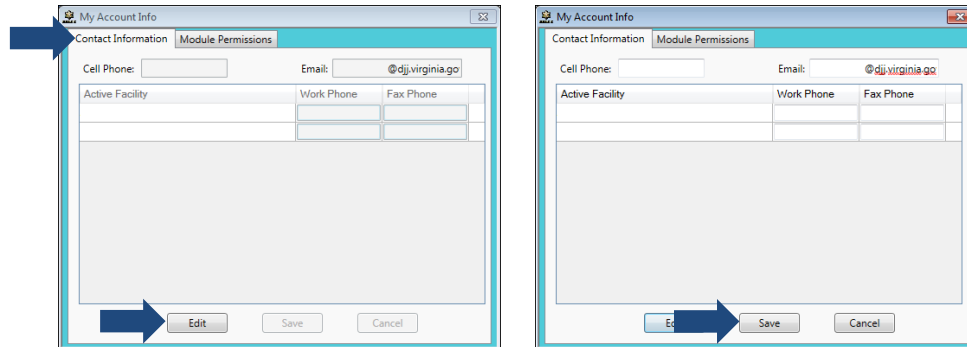
4. *Module Permissions* Tab
   a. The *Module Permissions* tab lists all of your existing BADGE permissions by facility.
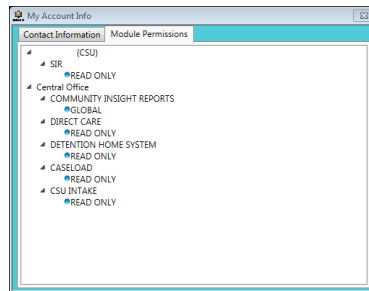

Reporting an Issue

In order to report an issue or request a change in BADGE:

1. Click the **Report an Issue or Request a Change to an area of BADGE** button from the *BADGE* main screen. The *Submit Bug Issues Or Change Requests* screen will appear.

📝 This function should NOT be used to request modifications to your account or permissions. In order to request modifications to your account or permissions, complete and submit the DJJ ISS Request Form to Account.Facilitator@djj.virginia.gov.

📝 When reporting a bug or an issue, be as specific as possible and include appropriate screen shots, juvenile numbers, and other information as necessary.
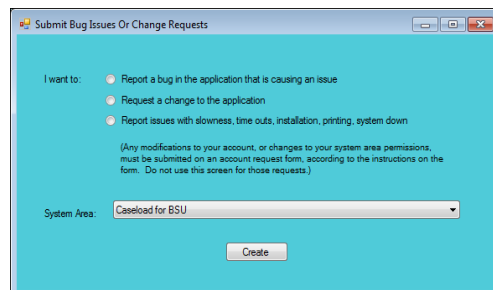

2. (i) Select the action you would like to take, (ii) select the appropriate **System Area** from the drop-down menu, (iii) click the **Create** button, and a draft e-mail to the appropriate staff will appear, (iv) type the description of the issue or requested change, and (v) click the **Send** button. You will be contacted by the appropriate staff.

Search for a Juvenile

The steps below provide detailed instructions on how to use the various search methods in BADGE to search for a specific juvenile record.

1. (i) Click the **JTS Search** menu, (ii) select the **For Juvenile** option from the drop-down menu, and the *Find Juvenile* screen will appear.
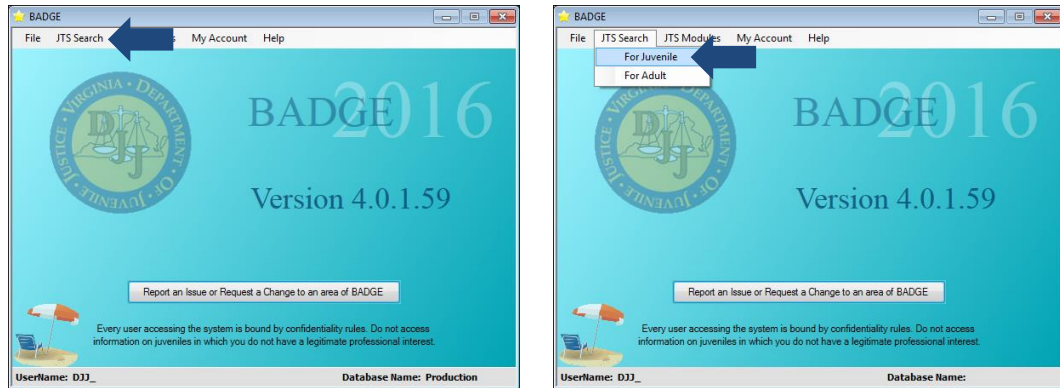
Find Juvenile Screen

This screen consists of the *Find Juvenile* tab, *Direct Care Population* tab, and *Detention Population* tab.

📌 All fields that are greyed out are NOT accessible.

The *Find Juvenile* tab consists of six search methods.

1. **Juvenile Number** Button
   a. (i) Click the **Juvenile Number** button, (ii) type the **Juvenile Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear, (iv) review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

2. **DC Number** Button
    a. (i) Click the **DC Number** button, (ii) type the **DC Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear, (iv) review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

3. **Intake Case Number** Button
    a. (i) Click the **Intake Case Number** button, (ii) type the **Intake Case Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear, (iv) review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

4. **Caseload Number** Button
    a. (i) Click the **Caseload Number** button, (ii) type the **Caseload Number** at the bottom of the screen, (iii) click the **Find** button, and the *Juvenile Information* screen will appear, (iv) review the *Juvenile Information* screen to ensure the correct juvenile is found, and (v) navigate to the applicable BADGE screen.

5. **Advance Search** Button
    a. Click the **Advance Search** button and the fields on the right-hand side of the *Find Juvenile* tab will become accessible.

📓 Conduct an **Advance Search** for each criterion separately. Entering multiple criteria may be too specific to yield any results.

In order to yield broader search results, type ONLY two or three characters of the last and first name, and select **Use Wildcard**.

The **Include Alternative Spellings** checkbox does not work with the **Use Wildcard** option. Pick ONLY one of these options.

In order to clear all of the information in the search fields, click the **Clear All** button.

b. Type the **Last Name**.
c. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the **Last Name** field.
d. Click the **Include** checkbox in order to select a suffix from the drop-down menu.
e. Type the **First Name**.
f. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the **First Name** field.
g. Click the **Include Alternative Spellings** checkbox if you are unsure of the exact spelling of the name.
h. To search for a juvenile by using a date of birth or age ONLY, (i) select **DOB** and type the date of birth into the textbox, or (ii) select **Age** and enter an age range.
i. Search using the juvenile's Social Security Number by typing it into the **SSN** textbox.
j. Search using the juvenile's home phone number by typing it into the **Home Phone** textbox.
k. In order to search for a juvenile who is placed into the custody of DJJ, click the **Find Juveniles with Commitment(s) to the State** checkbox.
l. Click the **Find** button and any records matching the criteria entered will appear in the *Search Results* screen.

m. If you are unsure which record is the correct one, (i) select a name, and the row will be highlighted in *blue*, (ii) click the **View Info** button, and the *Juvenile Information* screen will appear, and (iii) review the *Juvenile Information* screen to ensure the correct juvenile is selected. If the record is NOT the juvenile you are searching for, exit out of the *Juvenile Information* screen, and repeat steps above.
n. If the results list the juvenile you are searching for, (i) select a name, and the row will be highlighted in *blue*, (ii) click the **Select** button, and the *Juvenile Information* screen will appear, (iii) review the *Juvenile Information* screen to ensure the correct record has been selected, and (iv) navigate to the applicable BADGE screen.

Refer to the Juvenile & Adult Information Screens User Manual for instructions on how to navigate the *Juvenile Information* screen.

6. **Previous Selections** Button
   a. If you have opened a juvenile record since logging into BADGE, the **Previous Selections** button will be accessible. Click the **Previous Selections** button and the *Previously Selected Juveniles (up to 10)* screen will appear on the right side of the *Find Juvenile* tab. The **Previous Selections** button will not be accessible if you have not opened a juvenile record since logging into your personal BADGE account.
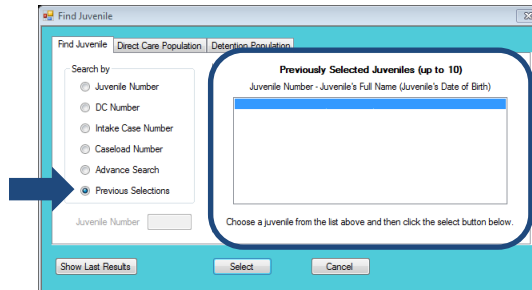
   b. (i) Select a juvenile's name, and the row will be highlighted in *blue*, (ii) click the **Select** button, and the *Juvenile Information* screen will appear.

   🐯 Refer to the [Juvenile & Adult Information Screens User Manual](#) for instructions on how to navigate the *Juvenile Information* screen.

7. **Show Last Results** Button
   a. If you have conducted a juvenile search since logging into BADGE, the **Show Last Results** button will be accessible. Click the **Show Last Results** button and the most recent *Search Results* screen will appear. The **Show Last Results** button will not be accessible if you have not opened a juvenile record since logging into your personal BADGE account.

   b. (i) Select a juvenile's name, and the row will be highlighted in *blue*, (ii) click the **Select** button or the **View Info** button, and the *Juvenile Information* screen will appear.
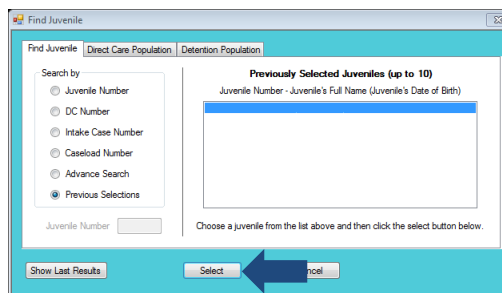
   🐯 Refer to the [Juvenile & Adult Information Screens User Manual](#) for instructions on how to navigate the *Juvenile Information* screen.

The *Direct Care Population* tab consists of seven search criteria.

The search criteria found on the *Direct Care Population* tab can be used independently or in conjunction with each other.

1. **Commitment Type**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific **Commitment Type**, (ii) select the **Commitment Type**, and (iii) click the **Find** button.
2. **Offender Type**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific **Offender Type**, (ii) select the **Offender Type**, and (iii) click the **Find** button.
3. **Correctional Facility**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by **Correctional Facility**, (ii) select one or more **Correctional Facility**, and (iii) click the **Find** button.
4. **Committed by**
   a. **All** will be selected automatically. (i) Select **CSU** or **FIPS** and (ii) select the name of the CSU or FIPS from the drop-down menu. You can also search by selecting the **Circuit Court** checkbox. (iii) Click the **Find** button.
5. **Treatment Needs Assigned**
   a. You can search by **Treatment Needs Assigned** by (i) selecting **Sex Offender**, **Substance Abuse**, and/or **Aggression Management**, (ii) select the appropriate option(s) from the drop-down menu(s), and (iii) click the **Find** button.
6. **Gender**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific **Gender**, (ii) select **Male** or **Female**, and (iii) click the **Find** button.
7. **Custody Classification**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by **Custody Classification**, (ii) select one or more **Custody Classification**, and (iii) click the **Find** button.
8. **Show Last Results**
   a. If you have conducted a juvenile search since logging into BADGE, the **Show Last Results** button will be accessible. Click the **Show Last Results** button and the most recent *Search Results* screen will appear. The **Show Last Results** button will not be accessible if you have not opened a juvenile record since logging into your personal BADGE account.
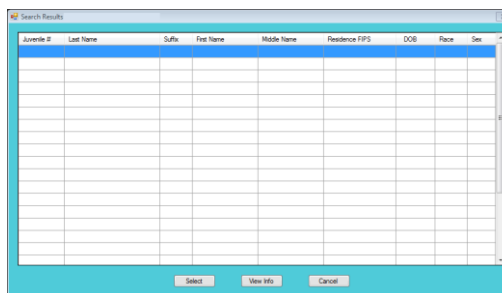

   b. (i) Select a juvenile's name, and the row will be highlighted in *blue*, (ii) click the **Select** button or **View Info** button, and the *Juvenile Information* screen will appear.

   Refer to the Juvenile & Adult Information Screens User Manual for instructions on how to navigate the *Juvenile Information* screen.

The *Detention Population* tab consists of seven search criteria.

🟡 The search
criteria found on
the *Detention
Population* tab
can be used
independently
or in
conjunction
with each other.

1. **Juvenile Detention Center (JDC)**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by **JDC**, (ii) select one or more **JDC**, and (iii) click the **Find** button.
2. **Detained by**
   a. **All** will be selected automatically. (i) Select **CSU** or **FIPS,** (ii) select the appropriate option from the drop-down menu, and (iii) click the **Find** button.
3. **Gender**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by a specific **Gender**, (ii) select **Male** or **Female**, and (iii) click the **Find** button.
4. **Days Served**
   a. Type the number of **Days Served** range in the (i) **from** and (ii) **to** textboxes, and (iii) click the **Find** button.
5. **Age**
   a. Type the **Age** range in the (i) **from** and (ii) **to** textboxes, and (iii) click the **Find** button.
6. **Detention Status**
   a. **All** will be selected automatically. (i) Deselect **All** in order to search by **Detention Status**, (ii) select one or two statuses, and (iii) click the **Find** button.
7. **Admission Type**
   a. **Regular Admission** will be selected automatically. (i) Select the **Admission Type** and (ii) click the **Find** button.
8. **Show Last Results**
   a. If you conducted a juvenile search since logging into BADGE, the **Show Last Results** button will be accessible. Click the **Show Last Results** button and the most recent *Search Results* screen will appear. The **Show Last Results** button will not be accessible if you have not opened a juvenile record since logging into your personal BADGE account.


   b. (i) Select a juvenile's name, and the row will be highlighted in *blue*, (ii) click the **Select** button or **View Info** button, and the *Juvenile Information* screen will appear.

   🐾 Refer to the <u>Juvenile & Adult Information Screens User Manual</u> for instructions on how to navigate the *Juvenile Information* screen.

Search for an Adult

The steps below provide detailed instructions on how to use the various search methods in BADGE to look up an adult.

1. (i) Click the **JTS Search** menu, (ii) select the **For Adult** option from the drop-down menu, and the *Adult Search* screen will appear.
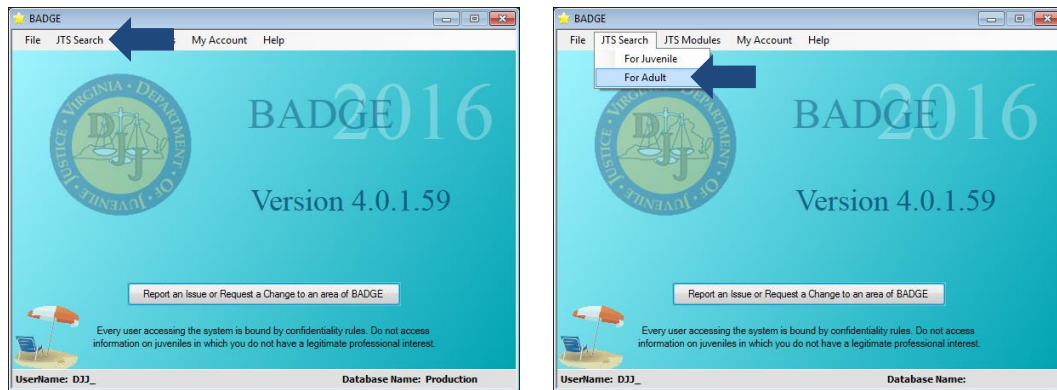
Adult Search Screen

This screen consists of three adult search options.

All fields that are greyed out are NOT accessible.

1. **Adult Number** Button

   a. (i) Click the **Adult Number** button, (ii) type the **Adult Number**, (iii) click the **Find** button, and the *Adult Information* screen will appear, (iv) review the *Adult Information* screen to ensure the correct adult is found, and (v) navigate to the applicable BADGE screen.

If the adult is not found, a message will appear advising that there are no matches.

2. **Caseload Number** Button
   a. (i) Click the **Caseload Number** button, (ii) type the **Caseload Number**, (iii) click the **Find** button, and the *Adult Information* screen will appear, (iv) review the *Adult Information* screen to ensure the correct adult is found, and (v) navigate to the applicable BADGE screen.

> If the adult is not found, a message will appear advising that there are no matches.

3. **Advance Search** Button
   a. Click the **Advance Search** button and the fields at the bottom of the screen will appear.

> Conduct an **Advance Search** for each criterion separately. Entering multiple criteria may be too specific to yield any results.

   b. Type the **Last Name**.
   c. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the **Last Name** field.
   d. Click the **Name Suffix** checkbox in order to select a suffix from the drop-down menu.
   e. Type the **First Name**.
   f. Click the **Use Wildcard** checkbox and the advance search will match any character or sequence of characters that you put in the **First Name** field.
   g. Click the **Include records that have no values for suffix and DOB** checkbox and the search results will generate a list of names which meet the search criteria, even if the adult entry does not list the date of birth or suffix.
   h. You can search for the adult by including the **Date of Birth** ONLY. If you do not know the date of birth, click the **Include records that have no values for suffix and DOB** checkbox.
   i. Select the **Gender** by clicking **All**, **Male**, or **Female**.
   j. Search using the adult's Social Security Number by typing it into the **SSN** textbox.
   k. Search using the adult's city by typing it into the **City** textbox.
   l. If you are searching for a law enforcement officer, you can (i) click the checkbox next to the **Is Law Enforcement Officer (LEO)?** option, and the **LEO Badge #** textbox will become accessible, and (ii) type in the **LEO Badge #**.
   m. Search using the adult's home, work, or cell phone number by typing it into the **Phone** textbox.

> In order to yield broader search results, type ONLY two or three characters of the last and first name, and select **Use Wildcard**.

> If the intake officer did not indicate that the adult is an LEO, you will not find the adult using this option. It is best to search for the officer by name and the **City**, if known.

n. In order to include adults with open workloads in the search results, click the **Find Adults with Open Workload** checkbox.

o. Click the **Find** button and any records matching the criteria entered will appear in the *Search Results* screen.
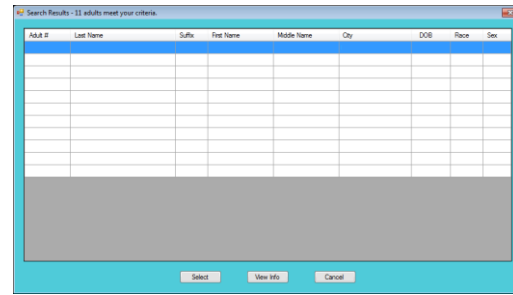
In order to clear all of the information in the search fields, click the **Clear All** button.

If the adult is not found, a message will appear advising that there are no matches.

If the *Search Results* screen consists of multiple results and you are unsure of which adult is the one you are searching for, click the **View Info** button instead of the **Select** button.
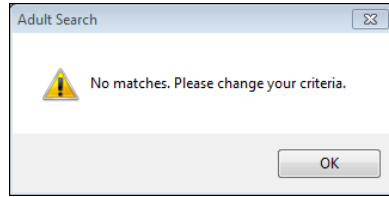
OR

p. If the results list the adult you are searching for, (i) select a name, and the row will be highlighted in *blue*, (ii) click the **Select** button, and the *Adult Information* screen will appear, (iv) review the *Adult Information* screen to ensure the correct adult is found, and (v) navigate to the applicable BADGE screen.

Refer to the Juvenile & Adult Information Screens User Manual for instructions on how to navigate the *Adult Information* screen.